



Data and Privacy File Guides

Apple Media Services: AppleCare Event History

July 2025

File name AppleCare Event History.csv

File description This file contains history of AppleCare activities associated with a user, such as AppleCare agreement number and subscription billing schedule.

Why Apple keeps this information Apple retains this information to comply with financial and tax obligations and to maintain the accuracy of subscription billing based on the different transaction statuses.

Field Name	Details
Apple Account Number	Apple account identifying number
AppleCare Agreement Number	Identifier for AppleCare agreement
AppleCare Event ID	Identifier of the AppleCare event
AppleCare Event Status	The status of the AppleCare event, (e.g., IN_PROGRESS, COMPLETED, DELAYED, etc.)
AppleCare Type	Type of AppleCare event
Cancellation ID	Identifier of the cancellation of AppleCare subscription
Completed Date	Date and time of the successfully completed event created by subscription status publisher
Created Date	Date and time of the AppleCare event
Last Updated Date	Date and time the AppleCare event was last updated
Renewal Status	Renewal status of the subscription
Retail Event Indicator	Indicates which type of transaction the event is tracking
Retail Order ID	Identifier of the retail order
Subscription ID	Identifier of the subscription
Subscription Installment Number	The installment on the subscription, (e.g., the start of the subscription would be installment 1 and the first renewal would be installment 2, etc.)
Subscription Purchase ID	Identifier of the purchased subscription